

General  
Services  
Administration

Washington, DC 20405

DD/A Registry

83-0049/3

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FILE: 80-13-4

AUG 31 1983

Mr. Harry E. Fitzwater  
Deputy Director of Administration  
Central Intelligence Agency  
Washington, DC 20505

Dear Mr. Fitzwater:

This concerns the General Services Administration's (GSA) on-going effort to improve the Government's recovery of unused airline tickets. Last October we had published in the Federal Register major changes to 41 CFR 101-41.2 (47 FR 47385), and review teams from GSA's Office of Transportation Audits have monitored numerous agencies to determine the effects of these changed procedures.

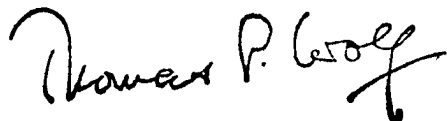
By letter dated January 3, 1983, Mr. Raymond A. Fontaine, GSA Comptroller, provided you with a chronology of other GSA actions taken to improve recovery of Government refunds. Mr. Fontaine also asked you to make further searches to ensure that all potential refunds in your agency were identified and submitted to the appropriate airline or to GSA for collection action.

Since that time, we have continued to receive carrier refunds that should have gone to the individual agencies. These refunds are averaging \$100,000 per week. One major air carrier reports that Government offices continue to mail unused tickets with no SF 1170 attached, and that many of the carrier's refund checks are returned because Federal agencies have not established a receivable account for the money. Our own agency review teams confirm the need for better compliance with refund procedures (41 CFR 101-41.210). While some agencies have made progress recovering unused tickets, the GSA teams regularly find unused tickets in travel voucher files.

We are interested in your own observations and findings regarding progress on the recovery of unused tickets. The enclosed questionnaire has been prepared for that purpose. We ask that you or other individuals most familiar with the refund program complete the questionnaire and return it to us by October 1, 1983. Feel free to enter on the back of the form any additional comments or suggestions you may have.

Your continued cooperation in effecting the recovery of unused ticket refunds is appreciated. Should you have any questions on this subject you would like to discuss with us, please call me or my Deputy, John Tackett, at 786-3000.

Sincerely,

A handwritten signature in black ink, reading "Thomas P. Wolf". The signature is written in a cursive style with a large, stylized 'T' and 'W'.

THOMAS P. WOLF  
Director, Office of  
Transportation Audits

Enclosure